Public Service Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

			Top Number - Total Incidents Bottom Number - First Contact Resolution	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**FCR Total**
Public Service Commission	Campus Networking	Jordy Davis	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Help Desk	Vicky Marrelli	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Metro A Desktop Support	Nancy Hachmeister	1 1	1 1
		Rodney Austin	2 0	2 0
		Assigned to Individual Total	3 1	3 1
	Metro A Help Desk	Liz Evans	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 1	1 1
		Assigned to Individual Total	1 1	1 1

Public Service Commission

		Low	FCR Total
Public Service Commission	**Assigned Group Total**	74	74
Customer Company Total		74	74

Public Service Commission

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents	
			Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Public Service Commission	Campus Networking	Jordy Davis	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0
		Rodney Austin	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Help Desk	Liz Evans	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0

Enterprise Incident Report April 2012

As of 5/1/2012

Public Service Commission

		Low	MIR Total
Public Service Commission	**Assigned Group Total**	7 0	7 0
Customer Company Total		7 0	7 0

Public Service Commission

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Public Service Commission	Campus Networking	Jordy Davis	1 0.33	1 0.33
		Assigned to Individual Total	1 0.33	1 0.33
	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro A Desktop Support	Nancy Hachmeister	1 0.02	1 0.02
		Rodney Austin	2 0.04	2 0.04
		Assigned to Individual Total	3 0.03	3 0.03
	Metro A Help Desk	Liz Evans	1 0.26	1 0.26
		Assigned to Individual Total	1 0.26	1 0.26
	Voice Operations	Romanza Hamblin Sorensen	1 0.06	1 0.06
		Assigned to Individual Total	1 0.06	1 0.06

Public Service Commission

		Low	ATTIR Total
Public Service Commission	**Assigned Group Total**	7 0.11	7 0.11
Customer Company Total		7 0.11	7 0.11

Public Service Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Public Service Commission	Campus Networking	Jordy Davis	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Help Desk	Vicky Marrelli	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Metro A Desktop Support	Nancy Hachmeister	1 0	1 0
		Rodney Austin	2 0	2 0
		Assigned to Individual Total	3 0	3 0
	Metro A Help Desk	Liz Evans	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	1 0	1 0
		Assigned to Individual Total	1 0	1 0

Public Service Commission

		Low	MR Total
Public Service Commission	**Assigned Group Total**	7 1	7 1
Customer Company Total		7 1	7 1

Public Service Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Public Service Commission	Campus Networking	Jordy Davis	1 6.91	1 6.91
		Assigned to Individual Total	1 6.91	1 6.91
	Help Desk	Vicky Marrelli	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Metro A Desktop Support	Nancy Hachmeister	1 0.21	1 0.21
		Rodney Austin	2 0.78	2 0.78
		Assigned to Individual Total	3 0.59	3 0.59
	Metro A Help Desk	Liz Evans	1 0.26	1 0.26
		Assigned to Individual Total	1 0.26	1 0.26
	Voice Operations	Romanza Hamblin Sorensen	1 0.12	1 0.12
		Assigned to Individual Total	1 0.12	1 0.12

Public Service Commission

		Low	ATTR Total
Public Service Commission	**Assigned Group Total**	7 1.29	7 1.29
Customer Company Total		7 1.29	7 1.29

Public Service Commission

Detail

INC000000488879	Sheri Bintz	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.07
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Closed	TTR Missed: No		0.85
INC000000488888	Sheri Bintz	Wireless Connectivity	Performance	CapNet		TIR Missed: No		0.33
	Campus Networking	Jordy Davis	Public Service Commission	Low	Closed	TTR Missed: Yes		6.91
INC000000489243	Jamie Dalton	Telecom	Voice Mail	Telephone		TIR Missed: No		0.06
	Voice Operations	Romanza Hamblin Sorensen	Public Service Commission	Low	Closed	TTR Missed: No		0.12
INC000000495872	Jamie Dalton	Application	None	Gmail		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Public Service Commission	Low	Closed	TTR Missed: No		0.00
INC000000502508	Gary Widerburg	Network	Performance	None		TIR Missed: No		0.02
	Metro A Desktop Support	Rodney Austin	Public Service Commission	Low	Resolved	TTR Missed: No		0.71
INC000000503681	Paula Rose	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		0.26
	Metro A Help Desk	Liz Evans	Public Service Commission	Low	Resolved	TTR Missed: No		0.26
INC000000507114	Ric Campbell	Application	None	ZENworks for Desktops		TIR Missed: No		0.02
	Metro A Desktop Support	Nancy Hachmeister	Public Service Commission	Low	Resolved	TTR Missed: No		0.21